

AT&T CallVantage® Service WARNING:

E-911 service may be limited or not available for reasons including but not limited to the following:

- Voice service, including E-911 service, DOES NOT function during an electrical power or broadband outage.
- If you relocate your VoIP service, you MUST contact AT&T to update your service location. Delays may occur in updating your location.

Place this sticker on your phone

911 07/05

911 Email for E Version - Page 1 of 2
Sent 7/22

From: AT&T CallVantage Service [mailto:CustomerNotifications@account.talk.att.com]

Sent: Friday, July 22, 2005 3:25 PM

Subject: Please Respond - Important 911 Notification

This communication is being distributed in accordance with an FCC Order regarding customer notification of 911 service.

ATTENTION:

Your response is required by 7/29/05

[Please click here to acknowledge your review of this notification](#)

(If you have multiple accounts, you must provide your acknowledgement for each account separately.)

Dear AT&T CallVantage® Service Customer,

AT&T cares about your safety and we want to make sure you are fully informed about dialing 911 with your AT&T CallVantage Service - it's different.

It is important to understand that there are some critical differences between your E-911 service with AT&T CallVantage and E-911 service with traditional phone service. There are certain circumstances in which you will not be able to use 911 service, including but not limited to the following:

You will **NOT** be able to reach 911 **IF:**

- Your broadband connection is down
- Your electrical power is out
- You move your Telephone Adapter to a location where 911 service has not been deployed for the traditional wireline network

The physical location from which you are dialing 911 needs to match the address of record for your service. The 911 operator will use the service address of record as the dispatch address. If you do not provide us with an accurate service address, AT&T reserves the right to disconnect your service. If you move your Telephone Adapter, you must update your service address on record with AT&T CallVantage Service via your Account Management and Settings web page, or by calling 1-866-596-8464. An address update can take three business days to become effective in the system. Additionally, E-911 service may not be available at other locations to which you request to move your Telephone Adapter.

Because of the above circumstances, AT&T always recommends that you have an alternative means of

accessing 911 from your home and travel locations, via a traditional phone line or wireless phone.

You can find more information about your 911 service at <https://www.callvantage.att.com/help/emergencydialing.htm>. Please take some time to review this information, and inform all members of your household (children, baby-sitters, etc.). To assist in keeping you informed about 911 differences and as a reminder in an emergency, we've created a 911 warning label that you can attach to the telephone you use with AT&T CallVantage Service. This sticker is being sent to you by mail. You can also [click here to download additional labels](#).

The FCC has issued an order which requires service providers to notify customers about 911 service, and **to obtain customer acknowledgement of this information**. Please take a moment and [click here to acknowledge your review of this notification](#).

Sincerely,

AT&T CallVantage Service Team

(Please do not reply via e-mail. This address is automated and unattended, and messages sent to it will not be seen by AT&T.)

E911-Wave1 - 7/22 Drop

This communication is being distributed in accordance with an FCC Order regarding customer notification of 911 service.

ATTENTION:

Your response is required by 7/29/05

Please go to www.att.com/911 to acknowledge your review of this material

999999
Sample A. Sample
CallVantage Service Team
E911
Mail Date 07/22/05

Dear AT&T CallVantage Customer,

AT&T cares about your safety and we want to make sure you are fully informed about dialing 911 with your service – it's different.

It is important to understand that there are some critical differences between your E-911 service with AT&T CallVantage and E-911 service with traditional phone service. There are certain circumstances in which you will not be able to use 911 service, including but not limited to the following:

You will **NOT** be able to reach 911 **IF:**

- Your broadband connection is down
- Your electrical power is out

The physical location from which you are dialing 911 needs to match the address of record for your service. The 911 operator will use the service address of record as the dispatch address. If you move your Telephone Adaptor, you must update your service address by accessing your account online and selecting the Account Management & Settings page, or by calling 1-866-596-8464. An address update can take three business days to become effective in the system. In the near term, E-911 service may not be available at other locations where you take your Telephone Adapter.

Because of the above circumstances, AT&T always recommends that you have an alternative means of accessing 911 from your home or travel locations, via a traditional phone line or wireless phone.

You can find more information about your 911 service at <https://www.callvantage.att.com/help/emergencydialing.htm>. Please take some time to review this information, and inform all members of your household (children, baby-sitters, etc.).

To assist in keeping you informed and as a reminder in an emergency, please use the enclosed sticker designed to be applied directly to your phone.

The FCC has issued an order which requires service providers to notify customers about 911 service, and to obtain customer acknowledgement of this information. Please take a moment and visit www.att.com/911 to acknowledge your review of this notification.

Sincerely,

AT&T CallVantage Service Team



1140 Motor Parkway
Hauppauge, NY 11788

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE
PAID
AT&T



**Important 911 Service Warning
Action Required By 7/29/05**

E911-wave1-7/22drop

Exhibit C

AT&T CallVantage® Service WARNING:

E-911 service may be limited or not available for reasons including but not limited to the following:

- Voice service, including E-911 service, DOES NOT function during an electrical power or broadband outage.
- If you relocate your VoIP service, you MUST contact AT&T to update your service location. Delays may occur in updating your location.

Place this sticker on your phone

911 07/05

All Email - E Version - Sent 8/1

From: AT&T CallVantage Service [mailto:CustomerNotifications@account.talk.att.com]
Sent: Monday, August 01, 2005 10:45 AM
Subject: Avoid Being Disconnected - Respond Immediately!!

This communication is being distributed in accordance with an FCC Order regarding customer notification of 911 service.

ATTENTION:

**Your response is required IMMEDIATELY
or your service will be disconnected on August 30th!**

Please click here to acknowledge your review of this notification

(If you have multiple accounts, you must provide your acknowledgement for each account separately.)

Dear AT&T CallVantage® Service Customer,

AT&T cares about your safety and we want to make sure you are fully informed about dialing 911 with your AT&T CallVantage Service - it's different.

It is important to understand that there are some critical differences between your E-911 service with AT&T CallVantage and E-911 service with traditional phone service. There are certain circumstances in which you will not be able to use 911 service, including but not limited to the following:

You will **NOT** be able to reach 911 **IF**:

- Your broadband connection is down
- Your electrical power is out
- You move your Telephone Adapter to a location where 911 service has not been deployed for the traditional wireline network

The physical location from which you are dialing 911 needs to match the address of record for your service. The 911 operator will use the service address of record as the dispatch address. If you do not provide us with an accurate service address, AT&T reserves the right to disconnect your service. If you move your Telephone Adapter, you must update your service address on record with AT&T CallVantage Service via your Account Management and Settings web page, or by calling 1-866-596-8464. An address update can take three business days to become effective in the system. Additionally, E-911 service may not be available at other locations to which you request to move your Telephone Adapter.

Because of the above circumstances, AT&T always recommends that you have an alternative means of accessing 911 from your home and travel locations, via a traditional phone line or wireless phone.

You can find more information about your 911 service at <https://www.callvantage.att.com/help/emergencydialing.htm>. Please take some time to review this information, and inform all members of your household (children, baby-sitters, etc.). To assist in keeping you informed about 911 differences and as a reminder in an emergency, we've created a 911 warning label that you can attach to the telephone you use with AT&T CallVantage Service. This sticker is being sent to you by mail. You can also [click here to download additional labels](#).

The FCC has issued an order which requires service providers to notify customers about 911 service, and **to obtain customer acknowledgement of this information**. Please take a moment and [click here to acknowledge your review of this notification](#). **You must provide your acknowledgement via the website or your service will be disconnected by August 30th.**

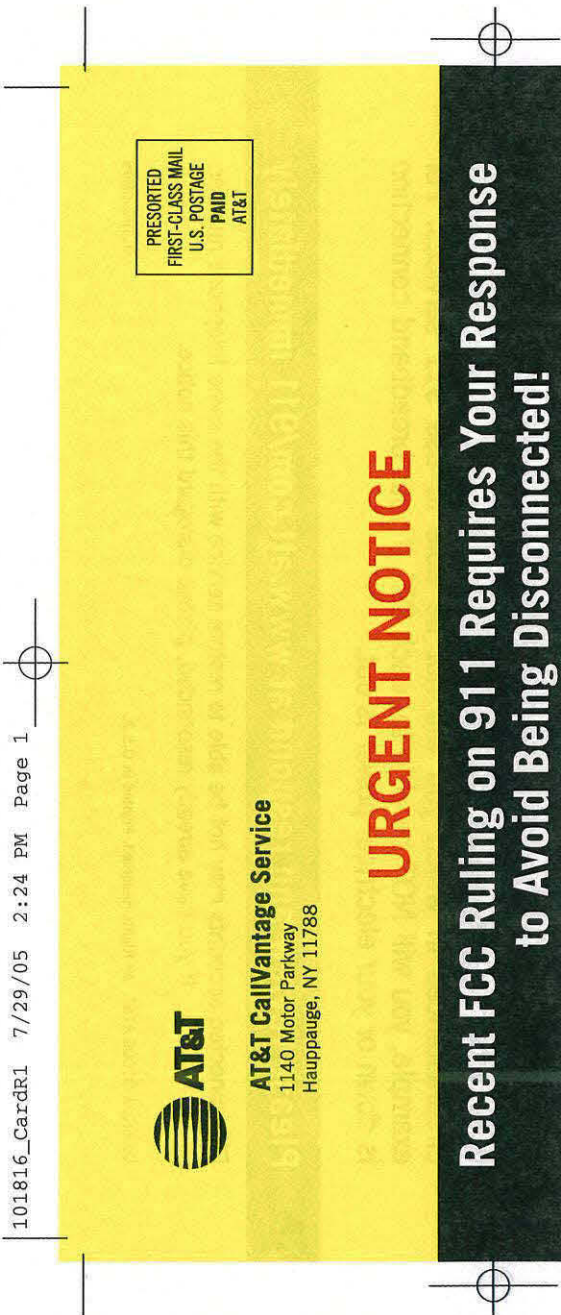
Sincerely,

AT&T CallVantage Service Team

Please do not reply via e-mail. This address is automated and unattended, and messages sent to it will not be seen by AT&T.

If you have already provided your acknowledgement at the 911 website, please disregard this message.

Postcard for E + A, same for Wave 1 + 2
- Drop Wave 1 8/5
- Drop Wave 2 8/9



We Need To Hear From You!

The FCC has issued an order which requires service providers to notify customers about 911 service, and obtain customer acknowledgement of this information. We have sent you information about 911 service in previous communications, and have not yet received your acknowledgement at the website listed below.

PLEASE RESPOND at www.att.com/911 IMMEDIATELY to avoid being disconnected on August 30th!

With AT&T CallVantage® Service, 911 is different. There are certain circumstances in which you will not be able to use 911 services. For example, you will NOT be able to reach 911 if your broadband connection is down or your electrical power is out.

Please review and respond at www.att.com/911 immediately

Disconnected accounts may not be able to restore service with the same telephone number.

If you have already responded, please disregard this notice.

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911PC-0805